

CSAT User Registration

User Guide

June 2007

Version 1.1



Homeland
Security

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CSAT User Registration

The Chemical Security Assessment Tool (CSAT) is the Department of Homeland Security's system for collecting and analyzing key data from chemical facilities.

This system, the User Registration system, is the system that grants organizations access to CSAT. More information about the CSAT system is available at <http://www.dhs.gov/chemicalsecurity>.

The User Registration system allows each organization to designate individuals who will be responsible for inputting and verifying the information entered into the CSAT system.

The following roles are defined in CSAT:

- The Preparer is authorized to enter the data into the CSAT system, but not to submit the data to the Department of Homeland Security (DHS).
- The Submitter is designated by the company to submit the information collected in the CSAT system to DHS.
- The Authorizer is the individual who provides assurance to DHS that the submitter and preparer are authorized to complete the CSAT information.
- The Reviewer, which is an optional role, is allowed to review information but not to enter, edit, or submit the information. This is a read-only role and may only be assigned after the Preparer has logged into the Top-Screen.

The Preparer, Submitter, and Authorizer can be the same person or different individuals. Each facility can have unique Preparers, Submitters, Authorizers, or Reviewers. All -- or a subset of -- facilities within the same organization can share these roles. More information about each role can be found at the end of the manual.

The CSAT system was designed to allow each company to determine the best way to provide information. Its flexibility requires some planning before an organization assigns individuals to the above roles.

Examples of Ways to Structure your CSAT Roles

The following lists provide possible options for structuring your organization's CSAT roles.

Example 1

- The Preparer is the facility manager who has detailed information about the facility. A different Preparer is designated for each facility because the expertise exists at the facility level.
- The Submitter is the Corporate Attorney who will review and submit all the facility's reports.
- The Authorizer is a Vice President.
- Various people are given Reviewer access to review information.

Example 2

- The Preparer is a corporate-level individual who will be responsible for all or a subset of facilities.
- The Submitter is the same person as the Preparer.
- The Authorizer is a high-level manager within the company.
- Plant or facility managers are given Reviewer access to review information.

Example 3

- The Preparer is the facility engineer. A different Preparer is designated for each facility.
- The Submitter is the facility manager. A different Submitter is designated for each facility.
- The Authorizer is a corporate manager. A different Authorizer is designated for each facility.
- Various executives are given Reviewer access to review information.

Assignment of these responsibilities will be based on each organization's business needs and organizational structure. For more detailed information on each of these roles and responsibilities, see the appropriate descriptions later in this manual.

Step-by-Step Directions for User Setup

Once an organization has determined the best way to structure its User Roles, someone must:

- Gather information about each individual, and
- Access the User Registration System to enter the information.

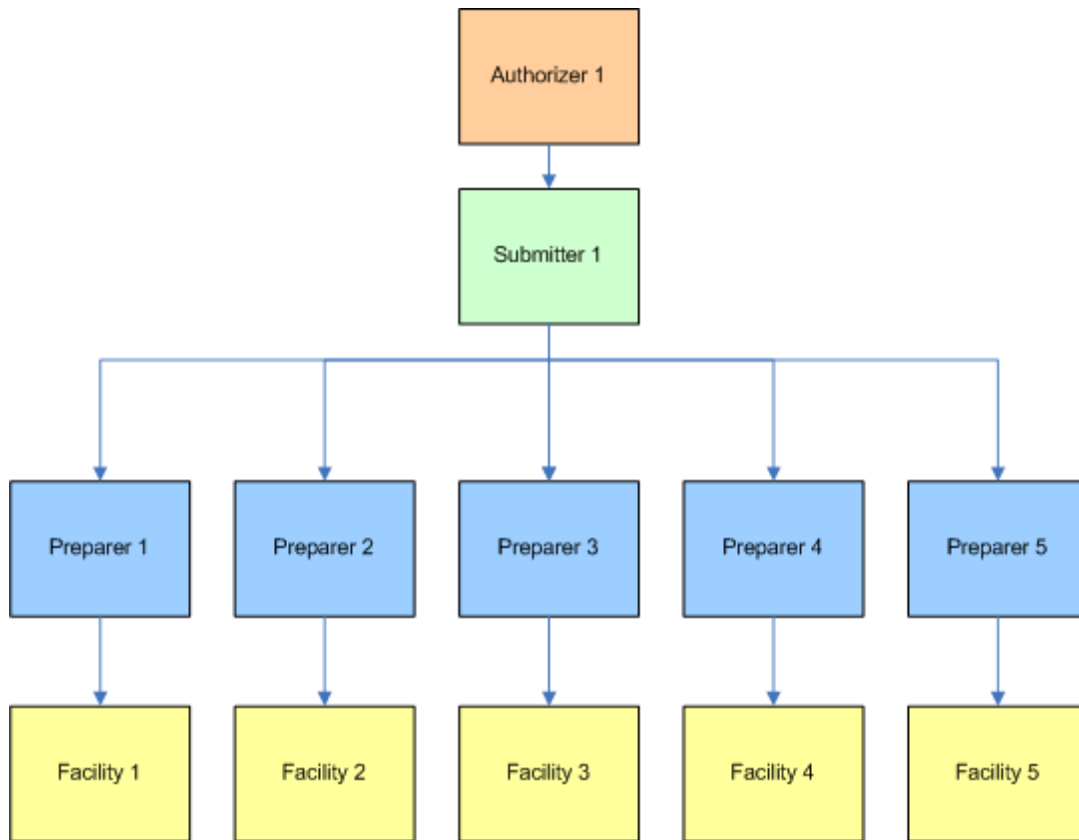
The following information must be obtained about each individual designated as an Authorizer, Submitter, Preparer, or Reviewer:

First name
Middle initial (optional)
Last name
Organization
Business address
 Street
 City
 State
 ZIP Code
 Telephone
 E-mail
Job title (Authorizer only)
Is the individual a U.S. citizen? *
Is the individual an Officer of Corporation or designated by an Officer of the Corporation? *
Is the individual's domicile (place of permanent legal residence) in the U.S.? *

* See individual Requirements for application of these questions.

How the information is entered into the User Registration System will determine the way the relationships between the Authorizer, Submitter, and Preparer are established.

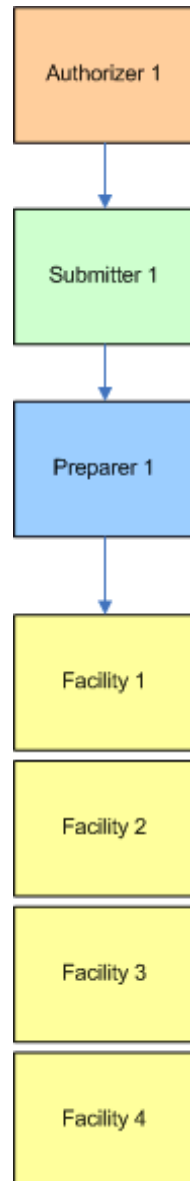
In Example 1 from the previous section, the following relationships would be created:



To enter this type of configuration, follow the steps below.

1. Access the User Registration System.
2. Enter the Submitter and Authorizer information on page 1.
3. Click *Continue to Facility Information*.
4. Enter information for the first Facility and the Preparer for that site on page 2.
5. Click *Add Another Facility*.
6. Enter the Facility information and the Preparer for the next site.
7. Repeat steps 5 and 6 until all facilities are entered.
8. Click *Complete*.
9. Save the resulting PDF document.
10. Exit the User Registration System.
11. Print the PDF document, sign it, and return it to DHS.

In Example 2 from the previous section, the following relationships would be created:

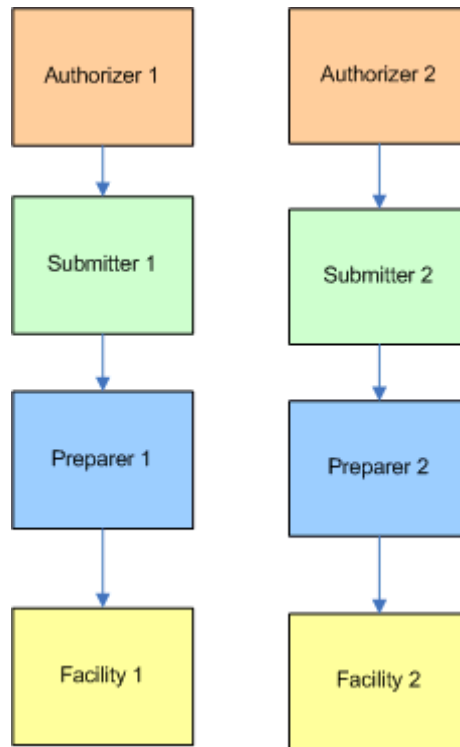


To enter this type of configuration, follow the steps below.

1. Access the User Registration System.
2. Enter the Submitter and Authorizer information on page 1.
3. Click *Continue to Facility Information*.
4. Enter information for the first Facility and the Preparer for that site on page 2.
5. Click *Add Another Facility*.
6. Enter the Facility information and use the drop down box to select the Preparer from the list.
7. Repeat steps 5 and 6 until all facilities are entered.
8. Click *Complete*.
9. Save the resulting PDF document.
10. Exit the User Registration System.

11. Print the PDF document, sign it, and return it to DHS.

In Example 3 from the previous section, the following relationships would be created:

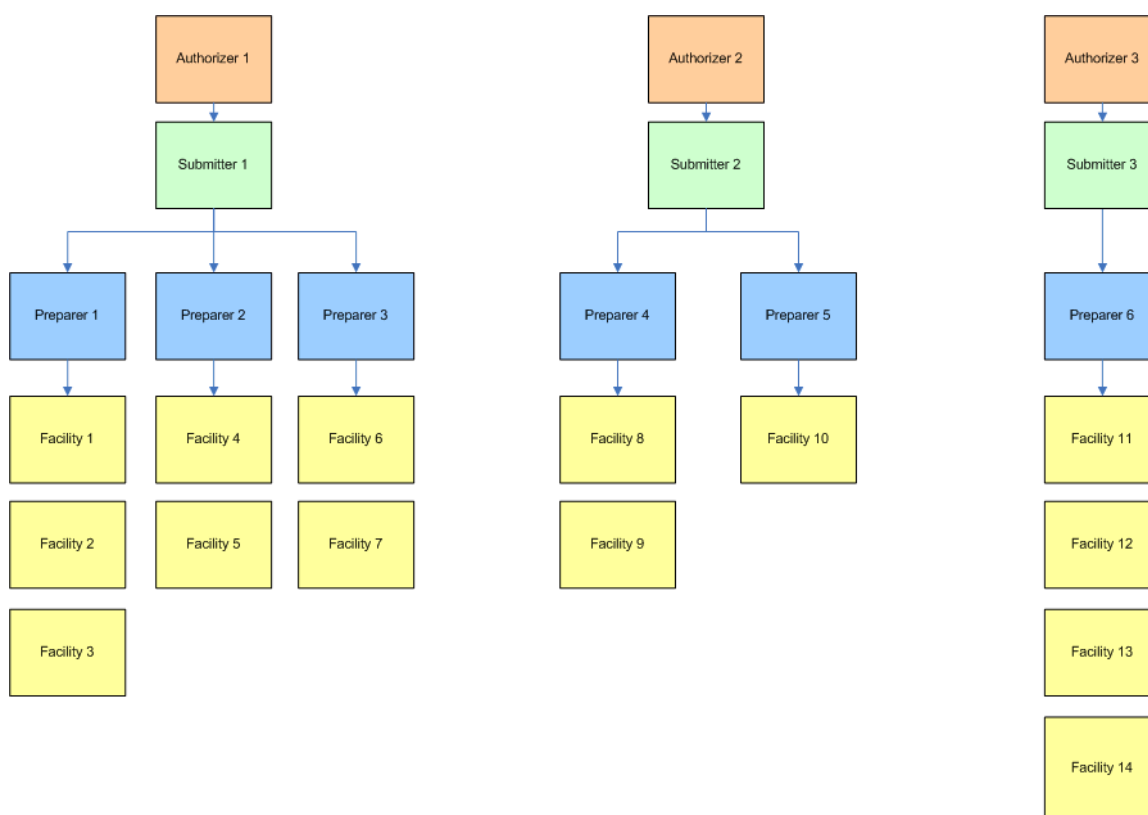


To enter this type of configuration, follow the steps below.

1. Access the User Registration System.
2. Enter the Submitter and Authorizer information on page 1.
3. Click *Continue to Facility Information*.
4. Enter information for the first Facility and the Preparer for that site on page 2.
5. Click *Complete*.
6. Save the resulting PDF document.
7. Exit the User Registration System.
8. Access the User Registration System.
9. Enter the new Submitter and Authorizer information on page 1.
10. Click *Continue to Facility Information*.
11. Enter information for another Facility and the Preparer for that site on page 2.
12. Click *Complete*.
13. Save the resulting PDF document.
14. Exit the User Registration System.
15. Print the PDF documents, sign them, and return them to DHS.

These examples are only three of the ways that an organization might choose to structure its user roles. There are an unlimited number of ways to combine the above examples to create a structure suitable to an organization's needs.

Example 4 shows a more complex set of relationships.



To enter this type of configuration, follow the steps below.

1. Access the User Registration System.
2. Enter the first Submitter and Authorizer information on page 1.
3. Click *Continue to Facility Information*.
4. Enter information for the first Facility and the Preparer for that site on page 2.
5. Click *Add Another Facility*.
6. Enter the Facility information and use the drop down box to select the Preparer from the list or enter the new Preparer's information.
7. Repeat steps 5 and 6 until all facilities for the first Authorizer/Submitter have been entered.
8. Click *Complete*.
9. Save the resulting PDF document.
10. Exit the User Registration System.
11. Print the PDF document, sign it, and return it to DHS.
12. Access the User Registration System.
13. Enter the second Submitter and Authorizer's information on page 1.
14. Click *Continue to Facility Information*.
15. Enter information for another Facility and the Preparer for that site on page 2.
16. Click *Add Another Facility*.
17. Enter the Facility information and use the drop down box to select the Preparer from the list or enter the new Preparer's information.

18. Repeat steps 16 and 17 until all facilities for the second Authorizer/Submitter have been entered.
19. Click *Complete*.
20. Save the resulting PDF document.
21. Exit the User Registration System.
22. Print the PDF document, sign it, and return it to DHS.
23. Access the User Registration System.
24. Enter the third Submitter and Authorizer's information on page 1.
25. Click *Continue to Facility Information*.
26. Enter the Facility information and the Preparer for that site on page 2.
27. Click *Add Another Facility*.
28. Enter the Facility information and use the drop down box to select the Preparer from the list or enter the new Preparer's information.
29. Repeat steps 27 and 28 until all facilities for the third Authorizer/Submitter have been entered.
30. Click *Complete*.
31. Save the resulting PDF document.
32. Exit the User Registration System.
33. Print the PDF document, sign it, and return it to DHS.

Companies that are submitting registrations for 50 or more facilities are invited to contact the CSAT Help Desk (866-323-2957) if they wish to utilize a bulk upload process. The CSAT Help Desk will provide companies requesting bulk upload with a spreadsheet to complete and return to the CSAT Help Desk. The bulk upload will then be performed by CSAT Help Desk personnel.

Frequently Asked Questions

I'm not sure how this whole CSAT thing works; can you explain it in a few sentences?

In a nutshell, an organization that is required to use the CSAT system will need to:

1. Access the User Registration System to indicate, for every facility, who will be the Authorizer, Submitter, and Preparer.
2. Send in the signed PDF form that is produced by the User Registration System for each user to DHS.
3. Receive usernames and passwords from DHS.
4. Access the CSAT Site to transfer accounts, if needed.
5. Access the CSAT Site to add Reviewers, if needed.
6. Access the CSAT Site to conduct the Top-Screen evaluation.
7. Receive feedback and further instructions when the results of the Top-Screen have been evaluated.

I was in the User Registration System and got distracted. When I returned, it had timed out; can I get back in?

The User Registration System has a built-in time-out feature. After 20 minutes of non-use, the system will close.

A user can re-enter the system by accessing the website as before. Any information entered during the session that timed out will need to be re-entered.

When I return to the User Registration System, my old information is not there. Do I need to re-enter it?

Yes, for security reasons, once you exit the User Registration System, all previously entered information is unavailable. A user can enter the User Registration System as many times as needed to add users and facilities.

Each time a user enters the system and adds users and facilities (and completes the process through the PDF form-creation step) new user IDs are created. For example, if an individual enters himself as the Preparer for five sites, but does it in five separate visits to the website (and creates five different PDFs), five separate usernames will be created, even though it is the same individual -- this should be avoided if possible. It is preferable to enter all facilities that belong to the same Authorizer/Submitter/Preparer Structure during the same session. If that is not possible, accounts can be transferred at a later date.

How do I fix a typo in the information I submitted?

Once you have entered the information into the system and created the PDF form, there is no way to go back and "edit" the information.

As the User Registration System is an open system, and can be accessed by any individual, this protection exists to eliminate the possibility that an unauthorized person might attempt to gain access. (For example, an individual could change an e-mail address to redirect the username/password to an individual outside the organization.)

If a typo such as a spelling error, wrong phone number, etc., is caught before the PDF form has been sent in, mark the change on the hardcopy document, initial it, and send it in. When the Help Desk staff adds the account(s), they will make the change(s).

Most small changes can be made without difficulty. For security reasons, changes to an e-mail address cannot be made this way, nor can significant changes that appear suspicious in nature (e.g., the organization name *Company ABC* **cannot** be changed to *Company DEF*). If necessary, someone from the Help Desk will contact you about changes. For e-mail address changes, contact the Help Desk directly by phone at 866-323-2957.

If the PDF form has already been returned, contact the Help Desk by phone at 866-323-2957 to make any needed changes.

I have multiple usernames; can I get rid of the duplicates?

Yes. If multiple usernames have been established for the same individual, the duplicates can be eliminated by logging into the User Change Request System on the CSAT site using each of the duplicate usernames and Transferring the Account to the primary Username. This cannot be done until the user receives each of the usernames and passwords from DHS.

How do I change the name of the Authorizer/Submitter/Preparer?

After users have been assigned their usernames and passwords, they can log onto the User Change Request System on the CSAT site and transfer their accounts to another user (either an existing CSAT user or a new user). A transfer will move all the facilities associated with the user to the new individual (e.g., if a Preparer has five facilities associated with his/her username, a transfer will move all five facilities to the new username).

If there is an pressing concern about an individual with an established username and password, contact the Help Desk by phone at 866-323-2957 to disable that individual's account.

I am confused about the Authorizer/Submitter/Preparer structure. Can you explain it?

Every Chemical Facility's Preparer will need to complete a CSAT Top-Screen by providing detailed responses to questions about the site. When the Top-Screen information is complete, it must be sent to DHS by the Submitter. For security reasons, the organization's Authorizer must verify that the Submitter and Preparer were actually selected by the organization to provide this information.

Every facility will have an Authorizer, Submitter, and Preparer. If an organization has only one facility, this is a very straightforward set of relationships.

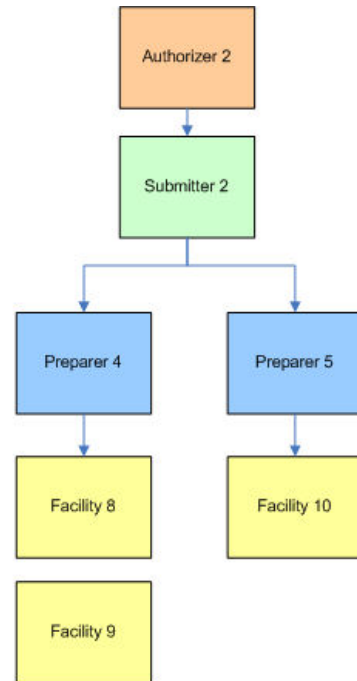
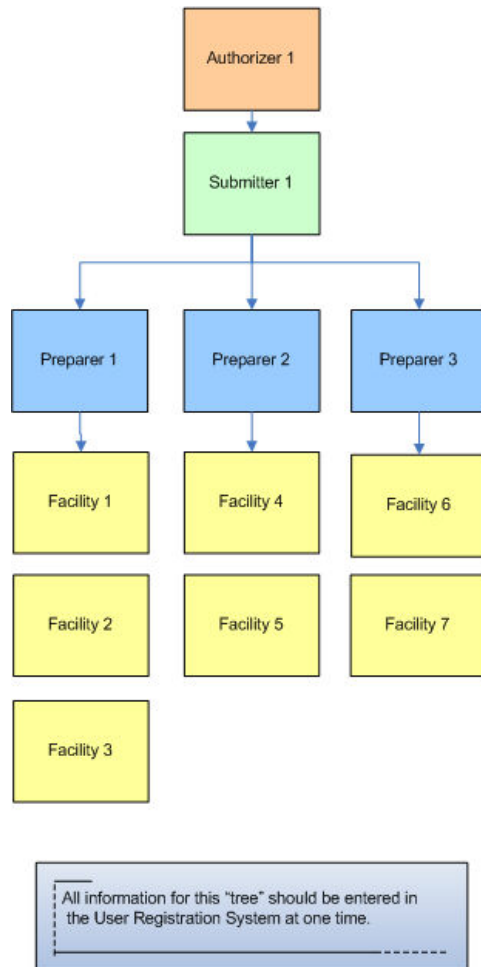


For organizations with multiple facilities, these relationships are more complicated.

These roles can all be held by the same individual, and/or one person may fulfill a role for multiple facilities. The Example section of this guide has several sample organization structures. The Step-by-Step Directions section includes several example diagrams and directions for creating different structures.

For a large organization, it may be necessary to create a diagram like the one above or one shown in the Step-by-Step Directions section. For each "tree" created within the diagram (each "tree" has its own Authorizer/Submitter) a user must access the User Registration System to enter the information. All information in the "tree" should be entered at the same time; once the "tree" information is complete, the PDF form can be created.

Frequently Asked Questions



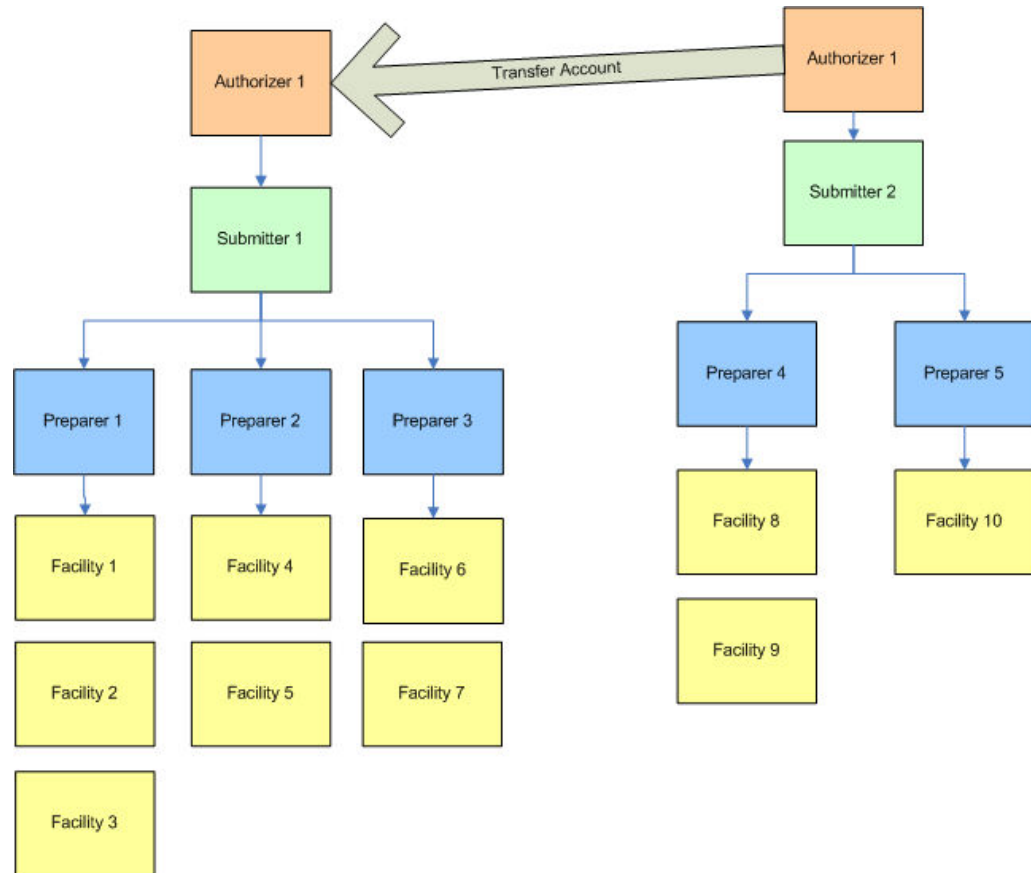
Then this information should be entered in the User Registration System.

The above structures will create:
Two Authorizer Accounts
Two Submitter Accounts
Five Preparer Accounts

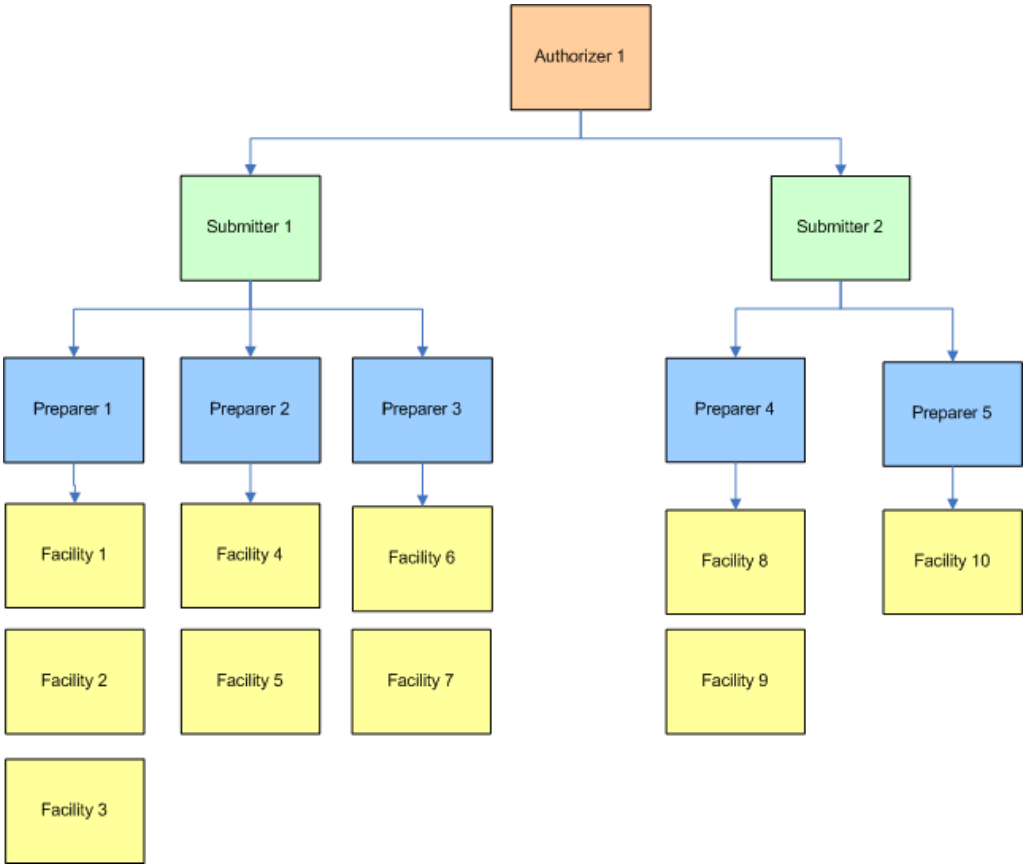
This group of individuals will be responsible for the 10 facilities.

All your diagrams show one Authorizer and one Submitter, but I want to have one Authorizer and multiple Submitters. How do I do that?

To enter information into the User Registration System, there must be a one-to-one relationship between Authorizer and Submitter. For example, if the same Authorizer is going to have two Submitters, each submitter must be entered separately. When the two usernames are assigned, one of the accounts can be transferred to the other, eliminating the second username.



When the transfer is complete, the structure will look like this:



Submitter

The Submitter is the individual certified by the company or corporation to formally submit the required regulatory data to the Department of Homeland Security.

Submitter ?

The Submitter is certified by the company or corporation to formally submit the regulatory data to DHS.
The Submitter must be an officer of the corporation (or equivalent) or designated by an Officer of the Corporation, and domiciled in the United States.

First Name: Middle Initial: Last Name:

Organization:

Mailing Address 1:

Mailing Address 2:

City: State: ZIP Code:

Phone Number: () - Extension:

E-mail Address:

Is the Submitter a U.S. Citizen? ☐ Yes ☐ No

Is the Submitter an Officer of the Corporation or designated by an Officer of the Corporation? ☐ Yes ☐ No

Is the Submitter domiciled in the U.S.? ☐ Yes ☐ No

Submitter information is added on the top of the first screen in the User Registration System.

Submitter Requirements

To be a Submitter, an individual must:

- Be an Officer of the Corporation, or be designated by an Officer of the Corporation.
- Be domiciled in the United States.

Submitter Roles and Responsibilities

A Submitter is responsible for the following:

- Editing the information the Preparer has entered, once the Preparer has indicated he/she is finished by "sending" it to the Submitter (within the system).
- Sending the information back to the Preparer for editing.
- Sending" the final information to DHS.
- Transferring his/her role to an existing CSAT user or a new user through the User Change Request application.

Selection of a Submitter

Guidance for selecting a Submitter:

- The Submitter can be the same individual as the Preparer or Authorizer.
- A Submitter can be identified for the entire corporation, or for any facility or set of facilities belonging to the same parent company.
- The individual selected to act as a Submitter will vary for every company; some companies may be more comfortable assigning that role to a Facility or Plant Manager, while others may prefer to assign a Corporate Attorney to the task.

Authorizer

The Authorizer is empowered to provide assurance that the user account request for the Preparer and Submitter is valid. This role provides assurance to the company and DHS that the individuals preparing and submitting the information have been authorized for this role.

Authorizing Person ⓘ
The Authorizer verifies that the user account request for the Submitter is valid on behalf of the company that owns the facility.
Is the Authorizer the same as the Submitter? ☐ Yes ☐ No
First Name: **Middle Initial:** **Last Name:**
Organization:
Mailing Address 1:
Mailing Address 2:
City: **State:** **ZIP Code:**
Phone Number: () - **Extension:**
E-mail Address:
Job Title:
Is the Authorizer a U.S. Citizen? ☐ Yes ☐ No
Is the Authorizer an Officer of the Corporation or designated by an Officer of the Corporation? ☐ Yes ☐ No
Is the Authorizer domiciled in the U.S.? ☐ Yes ☐ No
Continue to Facility Information »

Authorizer information is added on the bottom of the first screen in the User Registration System. If the Authorizer is the same as the Submitter, check the yes button and complete only the Job Title box.

Authorizer Requirements

To be an Authorizer, an individual must:

- Be an Officer, or be designated by an Officer of the Corporation.
- Be domiciled in the United States

Authorizer Roles and Responsibilities

An Authorizer is responsible for the following:

- Certifying that the individuals listed as Submitters and Preparers have been selected by the organization to enter, edit, and submit the required CSAT information.
- Viewing information in the CSAT system; they will not be able to enter or edit any of the information.
- Transferring his/her responsibilities to another CSAT user or a new user through the User Change Request application.

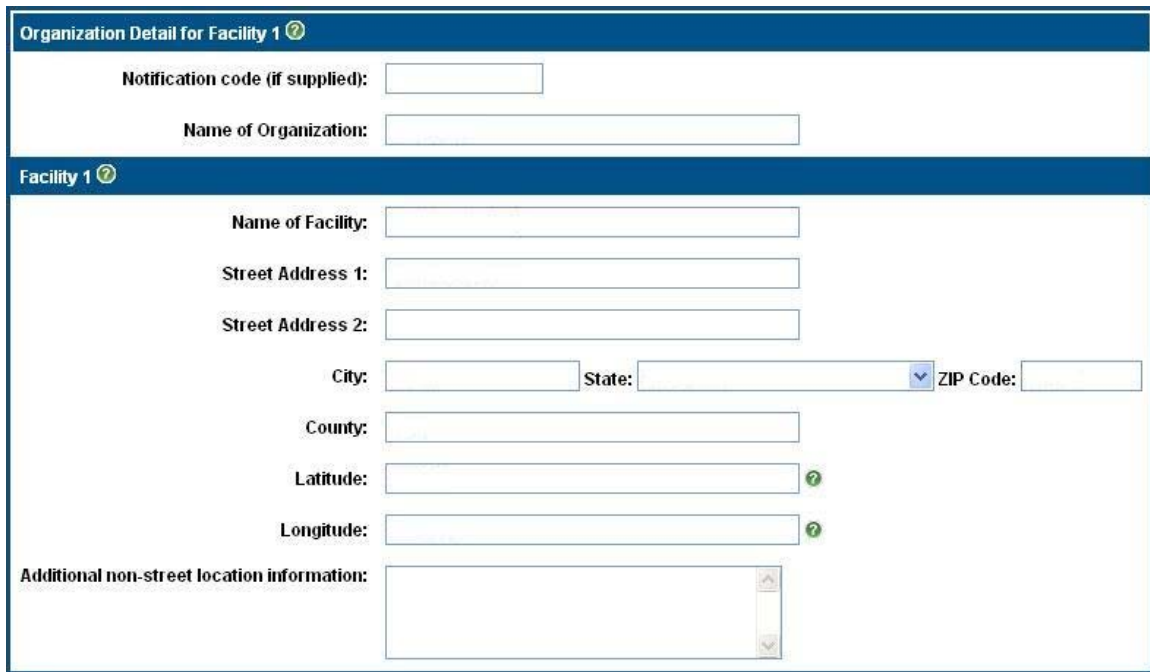
Selection of an Authorizer

Guidance for selecting an Authorizer:

- The Authorizer can be the same individual as the Preparer or Submitter.
- An Authorizer can be selected for the entire corporation, or for any facility or set of facilities belonging to the same parent company.

Facility Information

After a Submitter and Authorizer have been entered into the User Registration System, the Facility Information Screen appears.



The image shows a web form titled "Organization Detail for Facility 1" with a help icon. It is divided into two main sections: "Organization Detail" and "Facility 1". The "Organization Detail" section contains two fields: "Notification code (if supplied):" and "Name of Organization:". The "Facility 1" section contains several fields: "Name of Facility:", "Street Address 1:", "Street Address 2:", "City:", "State:" (a dropdown menu), "ZIP Code:", "County:", "Latitude:" (with a green question mark icon), "Longitude:" (with a green question mark icon), and "Additional non-street location information:" (a large text area with a vertical scrollbar). The form has a blue header and a blue border.

Organization Detail for Facility 1 ?	
Notification code (if supplied):	<input type="text"/>
Name of Organization:	<input type="text"/>

Facility 1 ?	
Name of Facility:	<input type="text"/>
Street Address 1:	<input type="text"/>
Street Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
ZIP Code:	<input type="text"/>
County:	<input type="text"/>
Latitude:	<input type="text"/>
Longitude:	<input type="text"/>
Additional non-street location information:	<input type="text"/>

Organization Section

The top section is for the Organization, or parent company information.

The Notification Code is supplied by DHS in a letter sent to the organization. If no letter has been received, or the code is unknown, leave this blank.

The Name of the Organization should be the legal name of the parent company,

Facility Section

Enter each Facility that requires CSAT verification by providing the facility's location information. Use the *Add Another Facility* button at the bottom of the screen to enter additional facilities.

The help question mark next to the *Latitude* and *Longitude* fields directs you to a web site that can determine the latitude and longitude for the facility if it is unknown.

If any information beyond the street address is useful for locating the facility, enter it in the *Additional non-street location information* field.

Preparer

A Preparer must be identified for each facility. The Preparer is authorized to enter information into the CSAT on-line Top-Screen tool, but is not authorized to formally submit the data to DHS on the company's behalf.

Preparer for Facility 1 ?

The Preparer is authorized to enter data into the CSAT on-line screening tool but is not authorized to formally submit the data on the company's behalf. This person is a qualified individual familiar with the facility in question.

Is the Preparer for this facility the same as the Submitter? ☐ Yes ☐ No

First Name: Middle Initial: Last Name:

Mailing Address 1:

Mailing Address 2:

City: State: ZIP Code:

Phone Number: () - Extension:

E-mail Address:

Is the Preparer for this Facility a U.S. Citizen? ☐ Yes ☐ No

Is the Preparer for this Facility domiciled in the U.S.? ☐ Yes ☐ No

Add Another Facility **Complete**

The Preparer information is entered on the bottom of the facility portion of the User Registration System.

If the Preparer is the same as the Submitter, check the Yes button.

A one-to-one relationship exists between a Preparer and an individual facility, but a Preparer can prepare data for more than one facility as follows:

1. After the Preparer information has been entered, select *Add Another Facility*.
2. At *Is the information for the Preparer for this facility already entered from a previous facility?*, check the Yes button.
3. Select the Preparer's name from the associated drop down box.

Preparer for Facility 2 ?

The Preparer is authorized to enter data into the CSAT on-line screening tool but is not authorized to formally submit the data on the company's behalf. This person is a qualified individual familiar with the facility in question.

Is the Preparer for this facility the same as the Submitter? ☐ Yes ☐ No

Is the information for the Preparer for this facility already entered from a previous facility? ☐ Yes ☐ No

First Name: Middle Initial: Last Name:

Mailing Address 1:

Mailing Address 2:

City: State: ZIP Code:

Phone Number: () - Extension:

E-mail Address:

Is the Preparer for this Facility a U.S. Citizen? ☐ Yes ☐ No

Is the Preparer for this Facility domiciled in the U.S.? ☐ Yes ☐ No

Cancel this Facility **Add Another Facility** **Complete**

Note: Every facility entered at this time will have the same Submitter and Authorizer. If different Submitters or Authorizers are desired, do the following:

1. Click Complete.
2. When prompted, save the PDF form.
3. Exit the Registration application.
4. Return to the User Registration System and enter the new Submitter/Authorizer names.
5. Print, sign, and send both of the PDF forms to DHS.

When all the facilities associated with this Submitter/Authorizer have been added, click Complete. This will produce the Adobe PDF Document that must be signed and submitted.

Preparer Requirements

To be a Preparer, an individual must be domiciled in the United States.

Preparer Roles and Responsibilities

A Preparer is responsible for the following:

- Filling out the CSAT Top-Screen.
- Sending the completed Top-Screen to the Submitter, via the system.
- Transferring his/her role to an existing CSAT user or a new user through the User Change Request application.

Selection of a Preparer

Guidance for selecting a Preparer:

- The Preparer can be the same individual as the Submitter or Authorizer.
- A Preparer can be selected for an entire corporation, or for any facility or set of facilities belonging to the same parent company. Due to the very specific knowledge that is required about each facility, the individual designated as a facility's Preparer must be thoroughly familiar with the facility to which he/she is assigned.

Adobe PDF Document

When the Complete button is clicked, an Adobe PDF will be created containing all the information provided in the online registration forms.

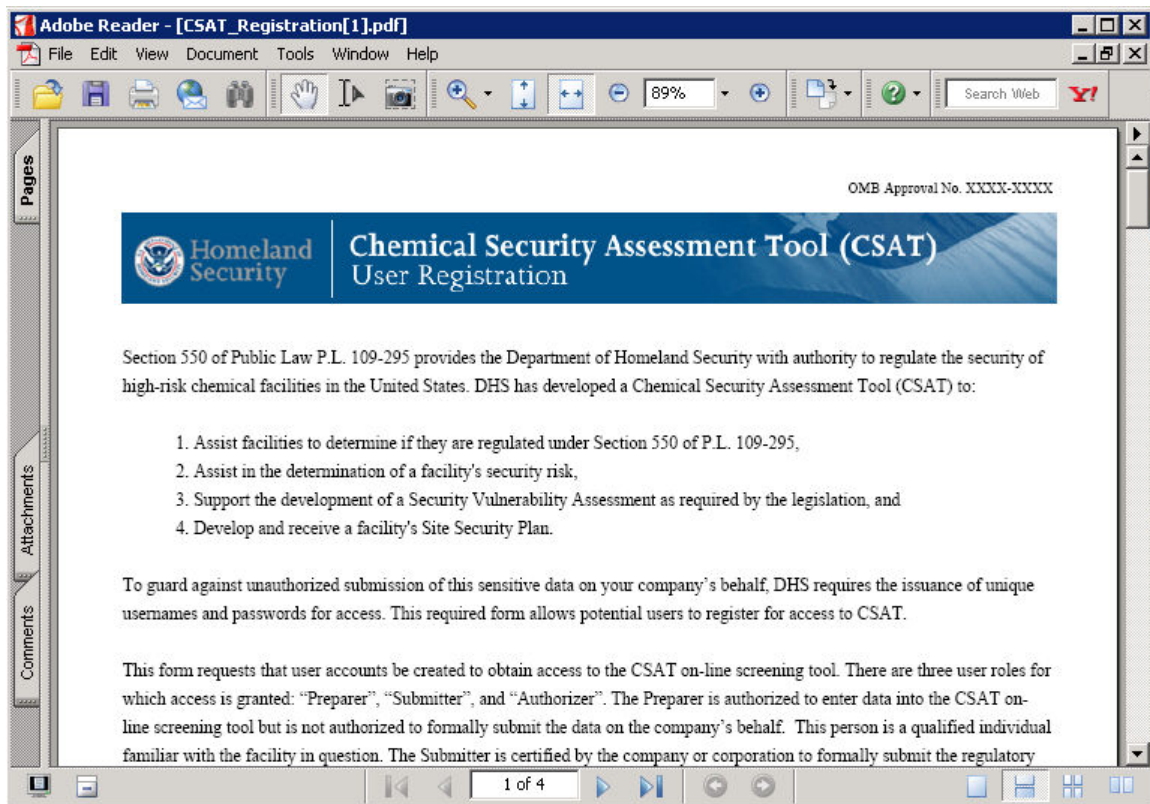
Please use the button below to download the Acrobat PDF document.

Adobe Reader is required to view this document. Adobe Reader can be downloaded for free from

<http://www.adobe.com/products/acrobat/readstep2.html>.

All individuals listed on the printed document must sign and date the form. The completed form must be sent via fax to 866-731-2728 or mail to Chemical Security Compliance Division, ATTN: CSAT User Registration, Department of Homeland Security, Building 5300, MS 6282, P.O. Box 2008, Oak Ridge, TN 37831-6282

Download PDF Form



Completing the User Registration Process

Print the Acrobat PDF document that is generated.

All individuals listed on the printed document must sign and date the form. Be sure to keep a copy of this form for your records.

The completed form must be faxed to 866-731-2728, or mailed to:

Chemical Security Compliance Division
ATTN: CSAT User Registration
Department of Homeland Security
Building 5300, MS 6282
P.O. Box 2008
Oak Ridge, TN 37831-6282

You can make changes to the information about the individuals assigned to these roles through the User Change Request System on the CSAT site.

Transferring Accounts

The ability to Transfer Accounts allows an organization to reassign the Authorizer, Submitter, and Preparer roles after they have been defined. This will be useful when:

- An individual leaves the organization.
- An individual's responsibilities no longer include CSAT input.
- An individual has two or more usernames and wants to eliminate the duplicates.

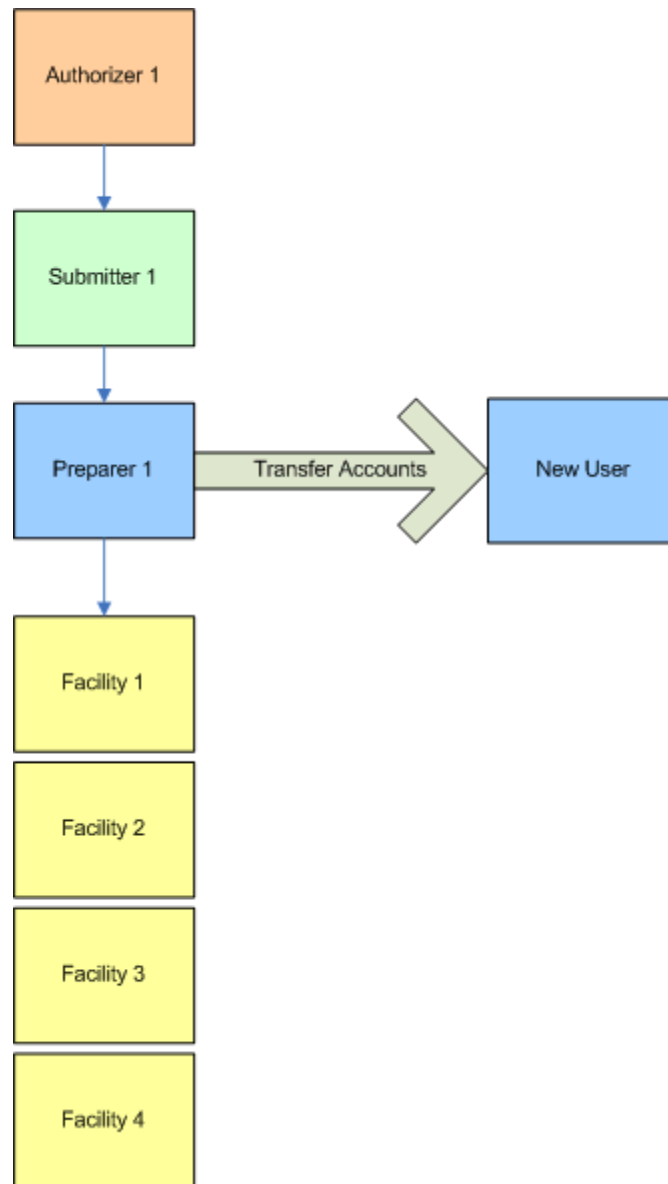
Every time the User Registration System is accessed, a new username is created, regardless of whether that individual user already exists in the system. For example, if one submitter is responsible for multiple facilities, and all of his/her facilities are entered on one registration form, he/she will be granted one username and password. If that person's information is entered for only one facility at a time, and then the *Complete* button is pressed, he/she will receive one username and password for each separate registration form submitted. The User Change Request application can be used to eliminate multiple usernames assigned to one individual.
- A facility needs to be added to an existing Authorizer/Submitter/Preparer structure.

Once you exit the User Registration System, you cannot re-access the information you have entered. For example, if a facility that should have been included in an existing structure was not input with the original list of facilities, it must be added separately. This will create a new set of usernames and passwords for the Authorizer, Submitter, and Preparer. Once these have been created, the individuals involved can transfer the new accounts to their original usernames, in effect "adding" a facility to their existing structures.

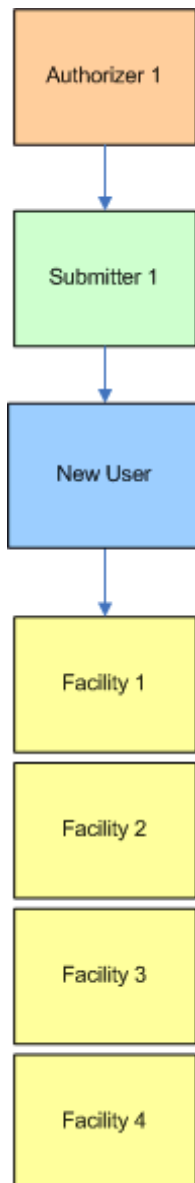
Accounts are transferred outside of the User Registration System; this cannot be done until an organization has been received its Usernames and Passwords. To transfer an account, an individual must access the User Change Request System from the CSAT site. An account can be transferred to an existing CSAT user or to a new user. If a new user is specified, a new PDF form must be created, signed, and submitted to DHS. A transfer will move all the facilities associated with the role to the new individual (e.g., If a Preparer has five facilities associated with his/her username, a transfer will move all five facilities to the new username).

CSAT User Registration

The diagram below shows a transfer of responsibilities from Preparer 1 to a new user.



The Transfer would move all the Preparer's facilities to the new CSAT user. The Authorizer and Submitter previously defined for these facilities would remain the same.



Reviewer

The role of a Reviewer exists for facilities that wish to designate a person(s) who may review information, but not enter, edit or submit information. Reviewers are added at the Top-Screen level (not on the User Registration site), and can be added at any time before the submission to DHS.

Reviewer Requirements

To be a Reviewer, an individual must be domiciled in the United States.

Reviewer Roles and Responsibilities

A Reviewer is responsible for the following:

- Checking the information in the Top-Screen before submission to DHS.

Selection of a Reviewer

Guidance for selecting a Reviewer:

- A Reviewer role can be given to any individual, or individuals, who would like to view the Top-Screen data before it is submitted.
- Reviewers cannot add, edit, or submit any information; this is a read-only role.
- A Reviewer is designated for each facility. The same individual can be a Reviewer for multiple facilities.
- A facility can have as many Reviewers as desired.
- Organizations may choose to designate facility managers (who do not already have CSAT roles) as Reviewers; other organizations may choose to designate high-level managers as Reviewers.